

## Chronic Care Management: Frequently Asked Questions

*“Coordinated Care That’s Always There”*

1. *What is Chronic Care Management?*

Chronic Care Management (CCM) is a new Medicare service offered by Simi Medical Group, Inc. that enables your primary care team to be highly engaged in managing your ongoing health. CCM includes a personalized care plan that addresses your health goals, 24/7 access to health management tools such as a phone line and patient portal, ongoing monitoring of your conditions through communication with your primary care team and a dedicated Nurse, medication management, referrals to clinicians, and many other benefits.

2. *How do I know if I’m eligible for CCM services?*

If you are a traditional Medicare patient with at least two of the following chronic conditions, you are eligible for CCM:

Acquired Hypothyroidism	Depression
Acute Myocardial Infarction	Diabetes
Alzheimer’s Disease & Related Disorders	Glaucoma
Anemia	Heart Failure
Asthma	Hip/Pelvic Fracture
Atrial Fibrillation	Hyperlipidemia
Benign Prostatic Hyperplasia	Hypertension
Cancer (Colorectal, Breast, Lung, Prostate, etc.)	Ischemic Heart Disease
Cataract	Osteoporosis
Chronic Kidney Disease	Rheumatoid Arthritis/ Osteoarthritis
Chronic Obstructive Pulmonary Disease	Stroke/Transient Ischemic Attack

3. *How will CCM services benefit me as a patient?*

Once enrolled in CCM, your care team will work with you to create a personalized care plan. Participation in CCM also allows your primary care team (including a dedicated Chronic Care Nurse) to provide custom, non-face-to-face care coordination every month.

4. *Is this covered by my health insurance?*

Yes, this is a new covered service by Medicare. You may have a small monthly copay (around \$8) if you do not have a supplemental, Medigap, or secondary insurance plan. Financial assistance may be available for those who qualify.

5. *How do I enroll for CCM services?*

In order to receive CCM services, you must first schedule a visit with your Primary Care Provider. At the visit, your doctor will explain the CCM benefits, provide you with a consent form, and enroll you in CCM.

6. *What kind of services are provided to me each month?*

Each month your care team (including a dedicated Chronic Care Nurse) will provide one-on-one management of your overall health. This includes direct communication via phone, secure messaging via patient portal, medication management, referrals to other clinicians, and conversations with your other

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providers and caregivers.

7. *What is the Patient Portal?*

By connecting to us using the Nextgen Patient Portal you can conveniently and securely manage your health records and communicate with your doctor's office using your computer, smartphone or tablet. You access some of the medical records your doctors see, request prescription refills, send secure electronic messages to your doctor's office, request and manages appointments and view lab results at home.

8. *How do I enroll in the Patient Portal?*

You will receive an access code when you check out at the end of your appointment.

9. *What if I no longer want to participate in CCM?*

You may cancel your enrollment to CCM at any time by requesting a revocation form from your primary care physician's office and submitting the signed revocation form.